

**DELAWARE DEPARTMENT OF JUSTICE
JOB OPENING**

Opening Date: December 21, 2020

Closing Date: Until Filled

INTAKE SPECIALIST (Pay Grade 10)

**Fraud and Consumer Protection Division, Consumer Mediation Unit
Kent County**

Job Responsibilities and Duties:

The Intake Specialist is responsible for handling consumer complaints by phone, letter, email, and fax. Handling these complaints may involve making appropriate referrals to other agencies, providing informal mediation services to attempt to resolve disputes with businesses, or referring matters for review for possible enforcement actions. The Intake Specialist is responsible for accurate record keeping within the case tracking software and will participate in consumer education and outreach events. The work hours for this position are 8:00 a.m. to 4:30 p.m.

Minimum Qualifications:

- Strong verbal and written communication skills
- Ability to interact professionally and appropriately with the public
- Excellent computer and organizational skills
- Excellent customer service skills
- Excellent attention to detail
- The ability to work independently while managing a heavy case load
- Knowledge and application of basic investigatory techniques
- Proficient in Microsoft Office Suite

Desired:

- Familiarity with the Delaware Residential Landlord Tenant Code
- Fluent in Spanish

Internal Delaware Department of Justice Applicants: Please submit an updated Resume or summary of work experience to the Director of Human Resources.

External Applicants: In order to be considered for this position, External applicants must submit Resume and the Delaware Department of Justice Application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/>

**OR External applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@delaware.gov
OR Fax to: 302-577-5866. EOE.**